



Cable and Communications Advisory Committee

Presented to
County Executive Leggett
and County Council
February, 2009

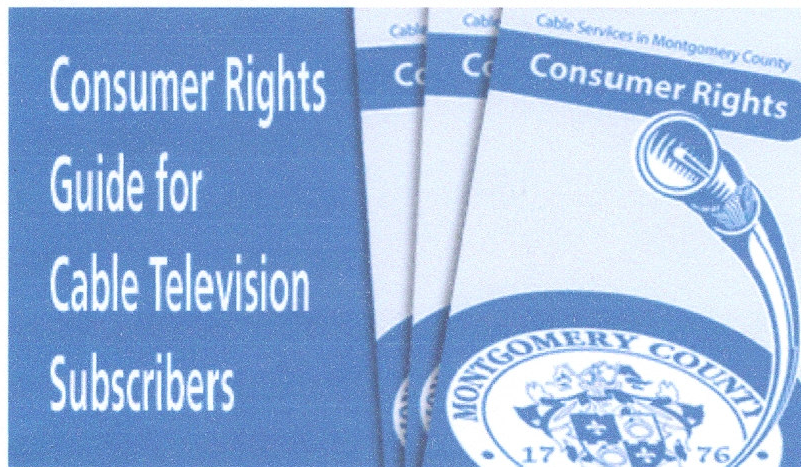


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CCAC promotes cable rights for Montgomery County citizens

welcome to the Montgomery County Maryland website



Montgomery County Cable and Communications Advisory Committee has developed a brochure (click here to view a pdf version) to help cable television subscribers understand their consumer rights and how to get a satisfactory response to their cable complaints. See our [Press Release](#) for information on how to obtain the brochure and for contact information to help resolve cable complaints.



Welcome: From County Executive Isiah Leggett

Alert Montgomery: Sign up to get emergency alerts

[Online Services](#)

MONTGOMERY ON DEMAND

You Tube: Produced by Montgomery County Government

Facebook: Use keywords: Montgomery County Government.

Twitter: Use Montgomery County MD in "Find People."

Podcasts: iTunes. Use keywords: Montgomery County Maryland.

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MONTGOMERY COUNTY, MARYLAND

News Release

For Immediate Release: 7/22/2008

County Publishes Consumer Rights Guide for Cable Television Subscribers; Brochure Also Available on County Website

Montgomery County has just published a new brochure to help cable television subscribers understand their consumer rights and how to get a satisfactory response to their cable complaints. The consumer guide will be distributed at the Montgomery County Fair, through libraries and regional services centers, and is available online at www.montgomerycountymd.gov/content/cableoffice/pdf/cableconsumerrights.pdf.

The blue and white tri-fold brochure lists the minimum standards of service that Cable operators must provide to consumers. It also offers advice to consumers on what to do if their questions or complaints are not satisfactorily resolved; on good practices to follow; and on how to avoid billing problems.

"Our residents expect good cable service, and we want to give them the tools they need to communicate effectively with cable television providers so they can receive the kind of service they deserve," said Isiah Leggett, Montgomery County Executive.

The County's Office of Cable and Communication Services (Cable Office), Department of Technology Services, works to help resolve cable-related complaints for residents. The Cable Office suggests that residents with cable complaints first contact their cable provider to seek a satisfactory answer or resolution. If that does not work, a formal complaint may be filed with the Office of Cable and Communication Services, 100 Maryland Avenue, Suite 250, Rockville, MD 20850. The telephone number for the Cable Office is **240-773-2288**, and the email address is catv.complaints@montgomerycountymd.gov.

Residents of the City of Gaithersburg who have cable complaints should contact the City Manager's office at **301-258-6310**, or email the city government at www.gaithersburgmd.gov.

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Release ID: 08-290

Media Contact: Donna Bigler 240-777-6507

Mission

Our job as the Cable and Communications Advisory Committee (CCAC) is to “provide advice and recommendations to the County Executive, County Council, and the Department of Technology Services on all telecommunications issues, including the administration of this Chapter and any franchise agreement or application.”

Montgomery County Code, Part II, Cha 8A Sec. 8A-30

To fulfill this mission, the CCAC seeks through public participation to provide “a valuable service to the community by presenting the concerns and viewpoints of County residents on a variety of issues.”

***Montgomery County Boards,
Committees and Commissions,
Policies and Procedures***

- ❖ 2009 CCAC Goals
- ❖ 2008 CCAC Highlights



2008 CCAC Highlights



- Published cable consumer brochure to inform residents of their rights, a result of years of committee research
- Publicized non-compliance with franchise customer service to result in improved service for County cable customers
- Reviewed and gave extensive commentary of proposed franchise agreement
- Championed wide exposure for dtv transition, throughout County resources
- Activating the CCAC web, sharing info with County residents
- Identified other consumer issues such as bundling services and E911
- CCAC also has closely monitored the launch of the much anticipated mobile production vehicle and the expanded uses

2009 CCAC Goals



Continue to publicize cable office and capabilities, showcasing new Cable Administrator, Mitsuko Herrera and the multi-purposed, results-oriented staff

Work with PEGs to assist all County residents in better understanding County and potential. Communication improves transparency.



- Actively participate in working with the Cable Office, County Council and County Executive to streamline reporting of franchise compliance and help meet needs for communication throughout the County
- Communications--television and internet--is a critical resource in tough times, particularly the sharing of information on education and local government networks. More resources may be needed as finances tighten
- Advocate to continue the necessary level of support for cable activities within our County. Absence of a dedicated Cable Administrator has forced all to contribute more and possibly accomplish less in previous work.



- 2009 will need additional supports to bring all up to speed, including firm funding for the PEG channels to provide for:
 - equipment replacement
 - digital conversion
 - additional needs of mobile production vehicle
 - align resources--training, repairs long-term implementation

